

From: Shinichiro Ogata/=HINPO/TMC0. Sent: 10/10/2008 5:29 AM.  
To: [ - ] George Morino/=TMS/Toyota@TOYOTA@TMCE; Mike Shaw/=TMS/Toyota@Toyota; Daisuke Sakakibara/=TMS/Toyota@Toyota.  
Cc: [ - ] Jyunji Ogata/=HINPO/TMC0@TMC0; Michiteru Kato/=HINPO/TMC0@TMC0; Takeharu Nishida/=HINPO/TMC0@TMC0.  
Bcc: [ - ] .  
Subject: Request for search of the Customer Complaint.

「秘」, 「転送禁止」 - [ Secret ], [ Don't forward ]

Dear all,

As you may know, NHTSA received an accident information on the 07MY Lexus ES350 unwanted acceleration caused by All Weather Floor Mat recently. And, NHTSA requested that Toyota update the field information submitted to NHTSA in our response to the information request for PE07-016 using the same definitions for the subject component and alleged defect. In addition, NHTSA mentioned that the scope of the request should be all MY 2007-2009 Lexus ES350 and Toyota Camry vehicles. Therefore, I sent you a fax today asking you to search customer complaint(keyword search) concerning ES350 and Camry unwanted acceleration.

I would appreciate it if you could give me your feedback as soon as possible.

If you have any question or concern, please let me know.

Thank you for your support and cooperation.

Best regards,

S. Ogata  
TMC-CQE